

For Immediate Release

CONTACT: [name]
[phone number]

[DATE]

_____ Library Receives Library of Michigan Certification for Meeting
'Essential Level' of Quality Services

The Library of Michigan today awarded the _____ Library a certificate of completion for meeting the Essential Level requirements of the Quality Services Audit Checklist (QSAC). To earn certification, the _____ Library demonstrated its competence in seven categories of achievement including human resources; governance/administration; services; collection development; technology; facilities and equipment; and public relations/marketing.

"We are proud that the _____ Library has done such good work in providing services deemed 'essential' by the Library of Michigan," said _____ Library board president [insert name]. "By focusing efforts on these key areas, our library has shown a strong commitment to customer service and quality management."

QSAC has defined "essential services" – the basics of all library service – as relatively low-cost standards that every library can and should achieve. They are helpful guidelines to libraries just starting out, while providing important review for more established institutions. Essential standards are described as "those which should be achieved first because of their fundamental importance."

"QSAC represents the work of more than 100 library directors, trustees and staff members who together created measures of quality for our state's public libraries," said State Librarian Nancy Robertson. "The staff of the [name of your institution] is to be commended for achieving a vital milestone in library service."

QSAC measures are updated on a three year schedule so certified libraries remain at the forefront of excellent service. QSAC was made possible by the Institute of Museum and Library Services through LSTA funding. The Institute of Museum and Library Services, an independent Federal grant-making agency dedicated to creating and sustaining a nation of learners by helping libraries and museums serve their communities, supports the _____ Library.

For more information about the Quality Services Audit Checklist (QSAC), visit the Library of Michigan [QSAC webpage](#).

[Note to Local Libraries: insert your most recent accomplishments and/or special activities here.]